

MINUTES OF THE
MARICOPA ASSOCIATION OF GOVERNMENTS
TELECOMMUNICATIONS ADVISORY GROUP

January 25, 2001
MAG Office
302 North First Avenue
Phoenix, Arizona

MEMBERS ATTENDING

Jim Hull, Mesa, Chair
**Betsy Wise, Carefree
*Alan Deloera, Chandler
*Peter Putterman, Fountain Hills
**Shawn Woolley, Gilbert
Jerry Wightman, Glendale
**John Imig, Goodyear
**Lynn Dunn, Litchfield Park
**Cary Parker, Maricopa County

**Duncan Miller, Paradise Valley
**Ralph Spencer for Sandy Teetsel, Peoria
Greg Binder, Phoenix
Debbie Kohn, Scottsdale
**John Laue, Tempe
**Rosemarie Martinez-Booth for Ralph Velez,
Tolleson
Roger Baune for Craig Stender, ADOT
*Randi Alcott, RPTA

*Members neither present nor represented by proxy

OTHERS PRESENT

**Mark Goldstein, IRC
Audrey Skidmore, MAG
Harry Wolfe, MAG
Heidi Pahl, MAG
Rita Walton, MAG
Tiffany Huisman, MAG

**Tracy Corman, Queen Creek
**Joe LaFortune, Queen Creek
**Hung Sa Kloeng, Queen Creek
Karen Brown, Qwest
**Dick Greggory, Youngtown

** Participated via telephone conference call.

1. Call to Order

The meeting was called to order at 10:05 a.m. by Chairman, Jim Hull. The following voting members attended via telephone conference call: Betsy Wise, Shawn Woolley, John Imig, Lynn Dunn, Cary Parker, Duncan Miller, Ralph Spencer, John Laue, and Rosemarie Martinez-Booth.

2. Approval of January 10, 2001 Meeting Minutes

Before approval of the meeting minutes, Jim Hull asked Greg Binder to clarify the statement in agenda item three, "that the City of Phoenix will maintain the software running on the server" for the E-Village Project. Mr. Hull noted that the statement seemed very definite. Greg Binder agreed with Mr. Hull and suggested that the wording be softened to express some flexibility in that statement. Mr. Binder also clarified that Ray Quay currently maintains the software on the server, but that it has

not been decided what future action the City of Phoenix will take regarding who will maintain the software.

Jim Hull asked that the meeting minutes be amended so that the word 'nit' be modified to 'not' on the last page of the meeting minutes.

John Laue asked that the meeting minutes be amended to show him present by audio conference at the January 10, 2001 meeting.

It was moved by Jerry Wightman, seconded by Lynn Dunn and unanimously recommended to approve the January 10, 2001 meeting minutes as amended.

3. MAG Regional Videoconferencing System (RVS) Update

Heidi Pahl stated that Maricopa Association of Governments (MAG) staff have been working to finish the RVS contract. Rita Walton explained that MAG is still working with the Surety Company to resolve outstanding financial issues with Intellisys Group as part of their bankruptcy proceedings. Rita Walton stated that nine videoconferencing units were not delivered by Intellisys Group and that MAG was told that seven were physically located in their warehouse at the time they closed their doors. Ms. Walton explained that the Tempe units were sent to Intellisys Group's office in Denver. She said that the Surety Company is currently taking inventory of the equipment in the Denver location but that the inventory will not slow the process. She stated that the Surety Company has been notified that MAG will sign the contract with Norstan, when it is ready, for the full amount if not notified immediately regarding the outstanding equipment in Denver.

Rita Walton shared that Norstan was able to compress the time frame for completion from 92 days to 90 days and that the goal is to get everything at the hub site working first. She explained that it has been extremely difficult to support member agencies without having an operational hub site. She noted that the second goal is to get the equipment working at sites that have videoconferencing units. Ms. Walton said that other tasks are to have the sites with equipment working in a month-and-a-half, order outstanding equipment, and order equipment for sites without any videoconference units. Rita Walton suggested that the MAGTAG members be prepared for site visits from Norstan in the near future.

Rita Walton said that the schedule set forth in the RVS contract may change, but those changes would not be known until the project gets underway. She considered MAG to be fortunate in the sense that through the payment and performance bond, VTEL would be paid. She added that VTEL is working with the Surety Company to develop a full inventory and that she would keep the committee informed.

Debbie Kohn asked when the videoconferencing system would be operational. Rita Walton stated that MAG and Norstan are aiming to videoconference an outside site at the March, 2001 Regional Council meeting, but that this was not definite, and MAG would wait for the go ahead from Norstan.

Greg Binder asked for clarification regarding the time frame for the assessment period. Rita Walton stated that the Gantt chart in the contract shows an assessment time frame of February 11th to March 11th, but that the schedule may change.

Jim Hull inquired whether anyone had used their equipment in a point-to-point videoconference. Shawn Woolley stated that the City of Gilbert has used it about six times to work with a contractor in Chicago. Mr. Woolley shared that he had experienced some issues with the phone lines and lack of training. Shawn Woolley added that the ability to videoconference helped him avoid going to Chicago six times and he was very excited to see this project start moving again. Jim Hull stated that site coordinators should address any videoconferencing issues with Norstan when they conduct the site assessments. Rita Walton stated that Norstan has an idea of what equipment and software should be at each site.

Rita Walton added that Norstan is also responsible for providing three years service and support for the RVS and that Norstan representatives will be in attendance at the next MAGTAG meeting.

Jim Hull asked Karen Brown if there were any outstanding issues regarding the telecommunications infrastructure for the RVS. Karen Brown explained that there is an issue with the T1 line at Gila River Indian Community. Ms. Brown explained that an engineer testing the system discovered that a multiplexer at Gila River Telecommunications is bad. She stated that the engineer was trying to move the T1 to a different channel on the multiplexer to solve the problem, but that the problem was complicated because more than one company was involved. She said she would keep the committee informed of any further updates regarding the Gila River Indian Community.

Rita Walton added that MAG and the County are still working on a microwave solution to Wickenburg.

Jim Hull asked Karen Brown whether the issues involving Queen Creek had been solved. Karen Brown stated that those problems were resolved.

Karen Brown asked if MAG would authorize the movement of RVS network from one building to another building at one of the member agencies. Ms. Brown noted that MAG is the customer of record and that she would need authorization from MAG to move the circuits. Rita Walton informed that Qwest had permission from MAG to work directly with the member agency for the movement of circuits.

4. Regional Connections

Heidi Pahl informed that both Buckeye and Youngtown are using their new computers, color ink jet printer and the Internet and both city managers have working e-mail. Ms. Pahl stated that Buckeye's web address is <http://www.buckeyeaz.org>. She noted that the cabling issue at El Mirage is fixed. Ms. Pahl added that El Mirage is waiting for a router to be delivered and configured and then MAG staff will configure the El Mirage e-mail addresses. Ms. Pahl mentioned that Guadalupe staff expect to move into their new building very soon. She noted that Guadalupe's DSL line is operational and that their computer equipment will be delivered sometime next week. Heidi Pahl informed the

committee that Tolleson has their equipment and Internet access set up through Qwest and that she would coordinate with Peter Putterman to complete the implementation.

Heidi Pahl noted that MAG staff has purchased .org extensions for all five member agencies for expedience's sake, and that MAG will continue to explore ways to obtain the .gov extensions.

Lynn Dunn asked whether Youngtown has a web site. Heidi Pahl responded that they do not yet have a web site. Ms. Pahl added that Lloyce Robinson's email is: Lrobinson@youngtownaz.org.

Cary Parker joined the meeting via audio conference. Jim Hull asked Cary if he was aware of the status of the Wickenburg microwave solution with Maricopa County. Mr. Parker stated that he was not aware of the status, but that he would look into it and inform the committee at a later time.

5. Arizona Partnership for the New Economy (APNE) Recommendations from E-Government and City of Phoenix E-Government Update

Greg Binder provided information on the recommendations set forth by the Arizona Partnership for the New Economy as a result of the E-Government hot team. Mr. Binder also presented information on how the City of Phoenix has implemented a strategic plan, policies and goals for E-Government services for Phoenix residents. He demonstrated the various spheres in which E-Government can occur and plans for implementing such services at the City of Phoenix. Greg Binder posted his E-Government presentation on the Internet at the following link:
<http://www.phoenix.gov/phxAPNE.html>

Debbie Kohn stated that Governor Hull announced the APNE initiative yesterday and that the cost estimate for the first two years is \$10 million dollars. Ms. Kohn said that Senator Smith has sponsored a bill that allows the State telecommunications licensing agreement account funds to be used for furthering State information technology policies, standards, innovation and strategic direction and commented that it appears that this is one possible source of funding for the APNE initiative.

Debbie Kohn asked Greg Binder to give examples for each type of E-Government interaction mentioned in his presentation. Mr. Binder stated that a customer can pay their water bill with one account, pay a parking ticket with another account, apply for a job online or a building permit online. He added that an individual could submit their resume online and maintain an online job profile which could be updated periodically. Mr. Binder noted that some customers may not want to register using their actual name, but an alias, and that their system would allow for that. He also pointed out that the City of Phoenix is beginning to use other interactive methods such as ListSrvs and may explore forums as well as other technologies, but only if the service is wanted and needed by the public.

Debbie Kohn asked whether Phoenix was planning to conduct council meetings via the Internet. Greg Binder explained that Phoenix is trying to provide services because they are requested and feasible not because they have the ability to provide the service. Mr. Binder added that the cost of displaying council meetings on the Internet is quite high and may not be worth it if the service is not requested.

Debbie Kohn asked what the process is for obtaining electronic signatures on employment applications. Greg Binder stated that the digital signature exploration of E-Government has forced city personnel in the human resources department to look at their internal processes. He added that

the Phoenix Personnel Department has been seriously reorganizing their practices to improve and re-engineer how they do business. He added that term 'Clickwrap' is the Internet electronic version of shrinkwrap in the sense that once the seal is broken the user agrees to terms of use. Greg said that when a user clicks 'ok' to the disclaimer or license on various web sites that it has been held up in court as being a legally binding form of agreement. He continued by stating that under many circumstances, a 'Clickwrap' agreement would be sufficient and would not need an electronic signature.

Jim Hull asked how the City of Phoenix is dealing with issues of security in regards to identifying individuals with online accounts. Greg Binder explained that the e-commerce environment will use 128-bit encryption for communication, and account/customer data will be stored encrypted. The question arises when an individual has several accounts (such as water bill, tax license and permit) and can associate those under one citizen account. Mr. Binder added that Internet security is an issue. He noted that Phoenix is forming another Task Force to look at privacy and security issues with E-Government transactions and that Phoenix is confident they can resolve the issue.

Jim Hull informed the committee that the City of Mesa will soon provide city council meetings over the Internet and that they have identified the service as having business value.

Mark Goldstein added that the 'Clickwrap' issue is to come before Legislature via the Uniform Computer Information Transactions Act (UCITA) which is a proposed state contract law developed to regulate transactions in intangible goods such as computer software, online databases and other information products in digital form. He said that UCITA is favorable to software companies but not so favorable to libraries, consumer protections groups and some businesses.

Mark Goldstein announced that Linda Meisner is the new incoming Chair of the Arizona Telecommunications and Information Council (ATIC), noting that she used to work at GITA. He added that Heidi Pahl just joined the ATIC Board.

Jim Hull made reference to the agenda item and asked if member agencies would like to share what their cities are doing in regards to E-Government. Jim Hull suggested that workshops be held to gain insight and input outside of MAGTAG. Mr. Hull said that Mesa created an Information Technology Council to serve as an oversight committee on E-Government initiatives and strategies at the City of Mesa. Mr. Hull shared that another effort, Smart Streets, is underway to look at ways to build a fiber infrastructure throughout the city.

Debbie Kohn stated that Scottsdale has an entire department responsible for E-Government solutions and that they plan to present at a conference in Sedona, Arizona. Shawn Woolley shared that Gilbert is also working on E-Government infrastructure issues.

Jim Hull expressed a desire for a valley-wide effort including cities, service organizations and others to provide assistance to other organizations in an effort to help them move forward with E-Government.

6. City of Phoenix Smart Permitting Forum

Harry Wolfe explained that he is the MAG staff representative for the Building Codes committee. Mr. Wolfe stated that the issue of a smart permitting forum set up by the City of Phoenix was discussed at the last MAG Building Codes committee meeting. He said that he wanted to share information with other MAG committees in order to avoid duplication of efforts or conflicts. He explained that businesses viewed E-Commerce as a more efficient means of obtaining building permits and approval.

Harry Wolfe distributed a status report from Alan Olson at City of Phoenix regarding this Forum. He said that several high priority issues were brought to light at the January 2001 meeting and that several issues and individuals may overlap with other MAG committees and studies. Mr. Wolfe indicated that he wanted to advise the MAGTAG about the forum as a means of maintaining open communication. He noted that the eight priorities set forth by the Smart Permitting Forum groups are as follows:

- Common Application and Permit Process for Utility Providers
- Green Building
- Fee Comparison
- Electronic Plan Review
- GIS Parcel Database Coordination with Maricopa County
- Standardized Permit Application
- Electronic Utility Clearances
- Contractor Licensing Database

Jim Hull asked whether smart permitting was intended to be a valley-wide project. Harry explained that Phoenix wanted to start discussing smart permitting with the larger jurisdictions and in future expand the discussion to include smaller jurisdictions.

Debbie Kohn encouraged Harry Wolfe to urge Phoenix to bring in the other organizations and pointed out that Goodyear is represented, but Gilbert and Surprise are not involved. Ms. Kohn also asked for the date and time of the next Building Codes meeting. Mr. Wolfe expressed that he has tried to encourage the committee to communicate with everyone as an opportunity to touch base with other committees. Mr. Wolfe stated he would let Ms. Pahl know the date of the next Building Codes meeting.

7. Announcements and Public Input

Debbie Kohn asked for volunteers who have experience developing a strategic plan to examine local infrastructure issues because Scottsdale plans on developing such a plan and she said that any direction would be appreciated.

Greg Binder announced that the Department of Commerce Technology Opportunities Program (TOP) is open and may provide a funding source for E-Government projects. Mr. Binder also noted that more money is available this year than the previous year and that the Department of Commerce web site contains all needed information. Harry Wolfe added that the application was in the Federal Register as well.

Mark Goldstein stated that he was waiting on final word from City of Phoenix's Jeanette Torres as to whether the Transportation Subcommittee had approved a 32 mile loop of fiber on the I-17 corridor. Mr. Goldstein said that four vendors had responded to the Request For Proposals (RFP) and eleven of the sixteen conduits have been purchased. He noted that the City of Phoenix may need to carry the last five conduits themselves if they do not sell them. Rita Walton added that Jeanette Torres from the City of Phoenix Economic Development Department will be attending the next MAGTAG meeting to discuss the Phoenix Fiber Project. Mr. Goldstein added that Phoenix still needs Council approval for the Phoenix Fiber Project.

Mark Goldstein stated that the Arizona Telecommunications Directory project is still underway and invited anyone to join the oversight committee. Mr. Goldstein stated that the oversight committee meets at Government Information Technology Agency (GITA) every second Friday from 1:00 to 2:00 p.m. He stated that the Arizona Telecommunications Directory will have an online portal to telecommunications providers in the State that primarily sell, not resell, telecommunications services. Mark Goldstein added that the Telecommunications Directory database is divided into 20 to 30 types of service, including rate ranges, and that it will be searchable by five-digit ZIP code. He said that the user-input and query-forms should be available by April, 2001. He concluded by noting that the project has eleven sponsors, including Motorola, Intel, City of Tempe, Department of Commerce. Jim Hull asked that Mark Goldstein send an e-mail with the contact information to join the oversight committee. Mark Goldstein affirmed his request.

Mark Goldstein asked Heidi Pahl if she had received the Law Seminars International document sent via e-mail. Heidi Pahl noted that she received the document and e-mailed it to MAGTAG voting members.

Mark Goldstein added that Arizona State University and the University of Arizona - Arizona Research Forum: "Telecommunications Research" are hosting an upcoming teleconference to learn about telecommunications research and development underway in Arizona. He noted that the Forum fee is \$20-30 and that he will get Forum information to Heidi Pahl.

Jim Hull asked Mark Goldstein if he was responsible for the mailing of the Arizona Telecommunications Information Council (ATIC) calendar of events. Mark Goldstein replied that the e-mail document is sent to about 2,700 people. Jim Hull noted that it has very good information, but that it is hard to read through it and suggested formatting changes. Mark Goldstein said he has tried better formatting but that some people need a text only version in order to read the e-mail. He noted that a nicely formatted version is available on the ATIC web site at:
<http://www.researchedge.com/atic/>.

8. Date of Next Meetings

The date of the next meeting is February 22, 2001 from 10:00 a.m. to 12:00 p.m.

Jim Hull noted that the next meeting will be available either in person or via audio conference call. Mr. Hull stated that the MAGTAG will hold off on any announcement regarding upcoming meetings via videoconference, and noted that MAG staff will keep TAG members informed. Jim Hull adjourned the meeting.